

WHAT IS CLAIMED IS:

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1. A system for reporting status of and offering service to an image communication terminal, said system comprising:

an image communication terminal; a manager  
10 personal computer connected to said image communication terminal via a network; and a service center connected to said image communication terminal via said network;

said image communication terminal including a  
registering part for registering an e-mail address of  
15 said manager, an e-mail address of said service center and identification information of said image communication terminal; an e-mail controlling part for exchanging e-mails via said network; and a status  
20 detecting part for detecting statuses of said image communication terminal,

wherein said service center receives and registers said identification information and said e-mail address of said manager from said image communication terminal; and

25 when statuses of said image communication

terminal detected by said status detecting part are sent  
from said image communication terminal to said service  
center by said mail controlling part using an e-mail,  
various information corresponding to said statuses are  
5 informed to said manager through a WEB (World Wide Web)  
site of said service center.

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2. The system as claimed in claim 1, wherein  
said various information from said service center is  
informed to said manager using an e-mail with a URL  
(Uniform Resource Locator) of a homepage of said manager.

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3. The system as claimed in claim 1, wherein  
20 said status detecting part includes consumables  
detecting part for detecting shortage status of the  
consumables for resources of said image communication  
terminal and transmitting part for sending consumables  
shortage information, said e-mail address of the manager  
25 and said identification information of said image

communication terminal are sent to said service center  
in case there is a shortage of the consumables, and  
upon reception of said various information  
sent from said transmitting part, said service center  
5 sends an e-mail to said manager, said e-mail including a  
URL of a homepage which enables introduction and  
ordering of consumables from the WEB-site.

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4. The system as claimed in claim 3,  
wherein said service center includes type-of-consumables  
information for each of said image communication  
15 terminal and comprises:

introducing means for introducing consumables  
for the image communication terminal installed at the  
user location, ordering means for the user to order  
consumables on the homepage and informing means for  
20 informing time and date of delivery of consumables on  
the homepage.

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5. The system as claimed in claim 1, wherein  
said status detecting part includes maintenance/failure  
detecting part for detecting necessity of maintenance or  
failure status of said image communication terminal and  
5 transmitting part for sending maintenance/failure  
information, said e-mail address of the manager and said  
identification information of said image communication  
terminal are sent to said service center, and

upon detection of a state where maintenance or  
10 repair is necessary, said service center sends an e-mail  
about said various information to said manager, said  
manager is informed of information corresponding to said  
maintenance/failure status information from a WEB-site  
of said service center.

6. The system as claimed in claimed in claim 5,  
20 wherein said service center includes failure information  
or maintenance information for each of said image  
communication terminal and comprises:

introducing means for introducing information  
including information indicating time and date when the  
25 service-person is available and information related to

new-product guide information.

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7. The system as claimed in claim 1, wherein  
said image communication terminal sends an e-mail  
informing completion of replenishment of said  
consumables or completion of maintenance/repair of the  
10 resource, and upon reception of said e-mail, said  
service center deletes the message informed by said  
manager from the homepage.

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